

De Silva Medical Group, PC

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Patient Rights & Responsibilities

Patient Rights

As a patient of **De Silva Medical Group**, you have the right to:

1. **Respectful & Dignified Care**

Receive considerate, respectful, and non-discriminatory care at all times.

2. **Privacy & Confidentiality**

Have your medical information kept private in accordance with HIPAA regulations, except when disclosure is permitted or required by law.

3. **Clear Information**

Receive complete, current, and understandable information regarding your diagnosis, treatment options, and prognosis.

4. **Informed Consent**

Participate in decisions about your care, including the right to refuse treatment to the extent permitted by law.

5. **Access to Medical Records**

Request access to your medical records and obtain copies within a reasonable timeframe.

6. **Continuity of Care**

Expect coordination and continuity of healthcare services, referrals, and follow-up care as needed.

7. **Safety**

Receive care in a safe environment, free from abuse, harassment, or neglect.

8. **Cost & Billing Transparency**

Ask for and receive explanations of medical charges and financial responsibilities.

9. Communication Assistance

Access language, disability, or communication accommodations when needed.

10. File Complaints or Grievances

Voice concerns about your care or service without fear of retaliation and receive a timely response.

Patient Responsibilities

As a patient of **De Silva Medical Group**, you are responsible for:

1. Providing Accurate Information

Give complete and accurate information about your health, medications, allergies, insurance, and medical history.

2. Following the Treatment Plan

Follow the care plan agreed upon with your healthcare provider and ask questions if you do not understand it.

3. Respecting Staff & Property

Treat all staff, other patients, and clinic property with respect and courtesy.

4. Keeping Appointments

Arrive on time for appointments or notify the office promptly if you need to cancel or reschedule.

5. Financial Obligations

Pay copays, deductibles, and any balances due in a timely manner, and provide updated insurance information.

6. Compliance With Office Policies

Follow all clinic rules, including policies on medications, controlled substances, forms, and communication.

7. Safe & Honest Conduct

Refrain from disruptive behavior, dishonesty, or withholding health information that may affect your care.

8. Medication Responsibility

Take prescribed medications as directed and report any side effects or issues promptly.

9. Respecting Privacy

Respect the privacy and confidentiality of other patients within the facility.

10. Participating in Your Care

Ask questions, express concerns, and actively participate in decisions about your health.